

Chronology

Division of Licensed Resources

- 1990** Washington State Legislature directed the department to conduct regular on-site monitoring of foster homes to assure quality of care is provided.
- October 1996** Division of Licensed Resources (DLR) established by Executive Order.
- October 1996** DLR becomes responsible for Health and Safety reviews of foster and group homes.
- Fall of 1996** Created a new Licensing Academy specifically designed for new foster home and regional licensors. The goal of the Academy was to improve the competency of licensing staff and promote consistent licensing practice.
- 1997 to present** Monthly consensus building meetings held with all regional managers and headquarters staff.
- April 1997** Implemented a 100% file audit and case review of OFCL licensed foster family homes. The purpose of the review was to identify homes with possible health and safety issues and to pursue appropriate follow up to identified concerns.
- April 1997** First session of the Licensing Academy for new DLR staff. (The Licensing Academy has been presented twice a year since April 1997)
- June 1997** First Statewide Licensing Conference for OFCL staff after the creation of the new Division. The conference introduced staff to division management and focused on mission, goals, and consistent practice.
- September 1997** Trained licensing staff on the new pre-service curriculum. Staff began implementing the new curriculum during September - November of 1997. Sixty hours of training required for foster parents.
- October 15, 1997** Policy developed which requires all foster home licensors to conduct on-site home inspections annually for a minimum of 10% of all licensed homes.
- October 1997** All licensors advised they must conduct licensing complaint investigations in compliance with policy 97-11. Regional managers are required to conduct random reviews of licensor documentation and corrective actions.
- October 1997** Policy developed that requires regions to conduct quarterly reviews of group care / therapeutic foster homes.
- October 1997** Implemented a new Internet Foster Parent Training WEB site. This information site provided training dates, licensing rules, and contact persons for those people interested in becoming licensed for foster care.
- October 1997** Began implementation of a 100% file and case review of foster homes licensed by Child Placing Agencies.
- December 1997** Work group formed to review, improve and standardized practice statewide.
- February 1998** All licensors receive training from SCOPE trainers.
- May 26, 1998** 200 staff trained to the Licensing Complaint Investigation procedure.
- June 2, 1998**
- June 11, 1998**
- June 16, 1998**
- June 18, 1998**

Division of Licensed Resources

- May 1998** Completed a CQI project for Children's Administration resulting in recommendations for reducing the barriers to the foster home licensing process without compromising the health and safety of children.
- February 1999** Implemented recommendations from the 5/98 CQI project. Reduced the number of forms and steps in the foster home licensing process for new applicants.
- June 1999** Regional managers audit all licensing complaints.
- June 1999** Division of Licensed Resources - Child Abuse and Neglect Section Training
- June 1999** First Foster Parent Advisory Committee formed - committee members were selected after recommendations were received from the Children's Administration Regional Administrators, the tribes, and the Children Youth and Family Services Committee.
- July 1999** Foster Parent Advisory Committee Meeting
- July 1999** Division of Licensed Resources Best Practice / Sharing Knowledge Forum. This forum emphasized the need to discuss and define what Best Practice should be in a variety of areas. The forum was attended by 140 staff members of DLR.
- September 10, 1999** Decision to do Customer Service Initiative.
- September 1999** Implemented an innovative on-line training series. This on-line training reaches out to both rural areas and the Tribes. Foster parents have reported their appreciation of the convenience of training in their own homes.
- September 1999** Foster Parent Advisory Committee Meeting
- November 1999** Foster Parent Advisory Committee Meeting
- November 1999** All staff memo regarding customer service focus. Decision made to conduct focus groups with foster parents statewide.
- January 2000** First Statewide Customer Service Meeting.
Six regional Customer Service teams begin
- February 2000** Foster Parent Advisory Committee Meeting
- February 2000** Problem solving meeting in Yakima
Yakima Focus Groups - 28 foster care providers attended
Telephone conversations with 11 families requesting personal reviews of their cases.
- March 2000** Second Yakima Focus Groups - 87 foster care providers and 200+ child care providers attended.
Agreement with foster care providers to convene work groups in the following areas:
Normalizing rules for foster children; Foster Parent Notification of court hearings; Background check process; Ending Retaliation; and, Foster Parent Support.
- April 2000** Seattle Focus Groups - 31 foster care providers and 44 child care providers attended.
- May 2000** Foster Parent Advisory Committee Meeting
- May 2000** DLR City - Kent and Spokane

Division of Licensed Resources

May 2000 Tacoma Focus Groups – 70 foster care providers and 43 child care providers attended.

June 2000 10 percent case file review in Region 2 (Yakima area)
10 percent case file review in Region 4 (King Co)
145 Everett foster homes reviewed (26.4%)
Compliance plan put into place for Region 4
Bellingham Focus Group – 21 foster care providers attended
Everett Focus Group – 18 foster care providers attended
Edmonds Focus Group

July 2000 DLR Workload Study completed.

July 2000 Bellingham Focus Group – 30+ foster care providers attended.

July 2000 258 Tacoma foster homes reviewed (40.4%)

August 2000 Oak Harbor Focus Group – 36 foster care providers attended.

September 2000 Olympia Focus Groups – 7 foster care providers attended.

July 1999 - July 2000 *HEALTH AND SAFETY REVIEWS:*

REGION 1	711 licensed homes	126 reviewed	18%
REGION 2	480 licensed homes	48 reviewed	10%
REGION 3	549 licensed homes	54 reviewed	10%
REGION 4	960 licensed homes	125 reviewed	13%
REGION 5	638 licensed homes	218 reviewed	34%
REGION 6	1013 licensed homes	180 reviewed	17.7%

Random reviews were completed in regions 2, 3, 4 and 5. They will soon be done in regions 1 and 6.

STATEWIDE AVERAGE 17.1% • REQUIRED HEALTH AND SAFETY = 10%

- Monitoring uncovers potential risks
- Visits to foster homes target early intervention and support
- Monitoring helps maintain licensing compliance
- Staff know programs better than ever before because they are on site more often.
- Health and Safety reviews have made the Children's Administration more visible with providers and children.
- The standard of licensing practice has definitely improved statewide.
- 1,128 foster parents have attended the focus groups thus far, this represents 26% of currently licensed foster homes.
- 25 corrective action plans since January 2000 in Region 4
- 15 revocations since January 2000 in Region 4